

ABSTRACT - GEORGIA QUALITY ASSURANCE AND QUALITY IMPROVEMENT IN HOME AND COMMUNITY BASED SERVICES

Georgia is dedicated to its development of a comprehensive Quality Improvement (QI) and Quality Assurance (QA) program. In July of 2003 Georgia released a revised QI policy and program description that are designed around the CMS Quality Framework and an organized process model. The model includes a committee structure reliant on consumer and stakeholder input. The QA/QI in HCBS Systems Change grant allows Georgia the opportunity to expand the quality improvements it has begun. Georgia held a meeting of family members, advocates, providers, and state agency representatives to identify the needs of the QI program. Additionally, Georgia solicited ideas from People First, a consumer advocacy group. This input helped to develop the four overall goals outlined in the Georgia QA/QI in HCBS Systems Change grant application. These goals will complement two other proposals from Georgia for the Independence Plus grant and the Community Integrated Personal Assistance Supports and Services grant.

The four goals of this project will support the implementation of Georgia's QI program. The first goal seeks to build quality into the design of the MR/DD services system through broadening of the practice of person-centered planning with selected individuals. Georgia will implement a series of facilitated group person-centered planning meetings that will develop and follow the progress of person-centered planning. Technical assistance on implementation of the plans will be available for providers in between the group sessions. The second goal is to enhance Georgia's discovery process through the re-design of its performance and outcome measurement system for consumers with developmental disabilities. Georgia will adopt the National Core Indicators project and will seek to validate the responses to the NCI survey through additional objective and person-centered measures. These measures will also be used to evaluate the progress of individuals who have developed person-centered plans. Thirdly, Georgia will improve its ability to identify and remediate issues of concern by increasing its ability to evaluate data in a real time environment. Through linking existing data systems and transferring to a web based system, Georgia will increase its ability to efficiently review trends and correct issues in a timely manner. Finally, the project will seek to ensure meaningful system improvement by assisting Georgia in its implementation of a new, statewide QI Program. The project will support consumers and families to participate in QI committees and performance improvement teams. These teams will impact system change through their input about processes.

The total amount of the three-year budget is \$500,000. The goals described in this application will produce the following four products or measurable outcomes:

1. Improved statewide utilization of person-centered practices as evidenced through participant training evaluation and person-centered outcome measures.
2. Enhanced consumer outcomes that are objective, person-centered, and serve to validate the NCI survey.
3. An efficient real-time data system that produces easily accessible information and reports.
4. A QI program with meaningful consumer and family participation, as evidenced through consistent representation of consumers and family members on regional QI committees and performance improvement teams.